

QA 37269

DEPARTMENT OF TRANSPORTATION

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DOCKET SECTION

July 2, 1998

DOCKET NO. FHWA-97-2979-13

Docket Clerk
U.S. DOT Dockets, Room Pl-401
400 Seventh Street, SW
Washington, D.C. 20590-0001

To whom it may concern,

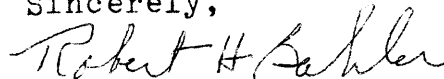
We sold our home in July, 1989, at Anderson, In. We contracted United Van Lines and had our furniture and belongings stored with them at Muncie, In., for 3 months while our home was being built at Sebring, Fl. Our packing was supervised by a team member from United Van Lines and was accepted, using the purchased boxes from them.

We paid storage and insurance at the time of delivery to Muncie, In. We paid the shipping at the time of delivery in November, 1989. We can not give you dates as our records have been destroyed. United Van Lines delivered in the evening after sundown to our residence, 4222 Dunn Ave., Sebring, Fl., using two laborers from a work pool in Sebring. They carried the furniture and boxes into the garage. The following day, we opened the boxes and found breakage in several boxes.

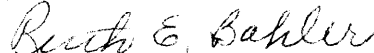
We called United Van Lines and an inspector was sent some time later from Miami, Fl. He took pictures of the broken pieces and the boxes they were in.

United Van Lines would not accept the claim we filed. A letter was written to the Governor of Mo., the Attorney General and United Van Lines, asking that our insurance premium be refunded. If we could not be reimbursed at least for the insurance, we thought the State of Mo., home base for United Van Lines, should investigate for possible fraud in the insurance program. United Van Lines, after receiving our above correspondence, decided to settle our claim.

Sincerely,



Robert H. Bahler



Ruth E. Bahler

cc-Jeremiah W. Nixon
Attorney General

4222 Dunn Ave.
Sebring, Fl. 33872-4894